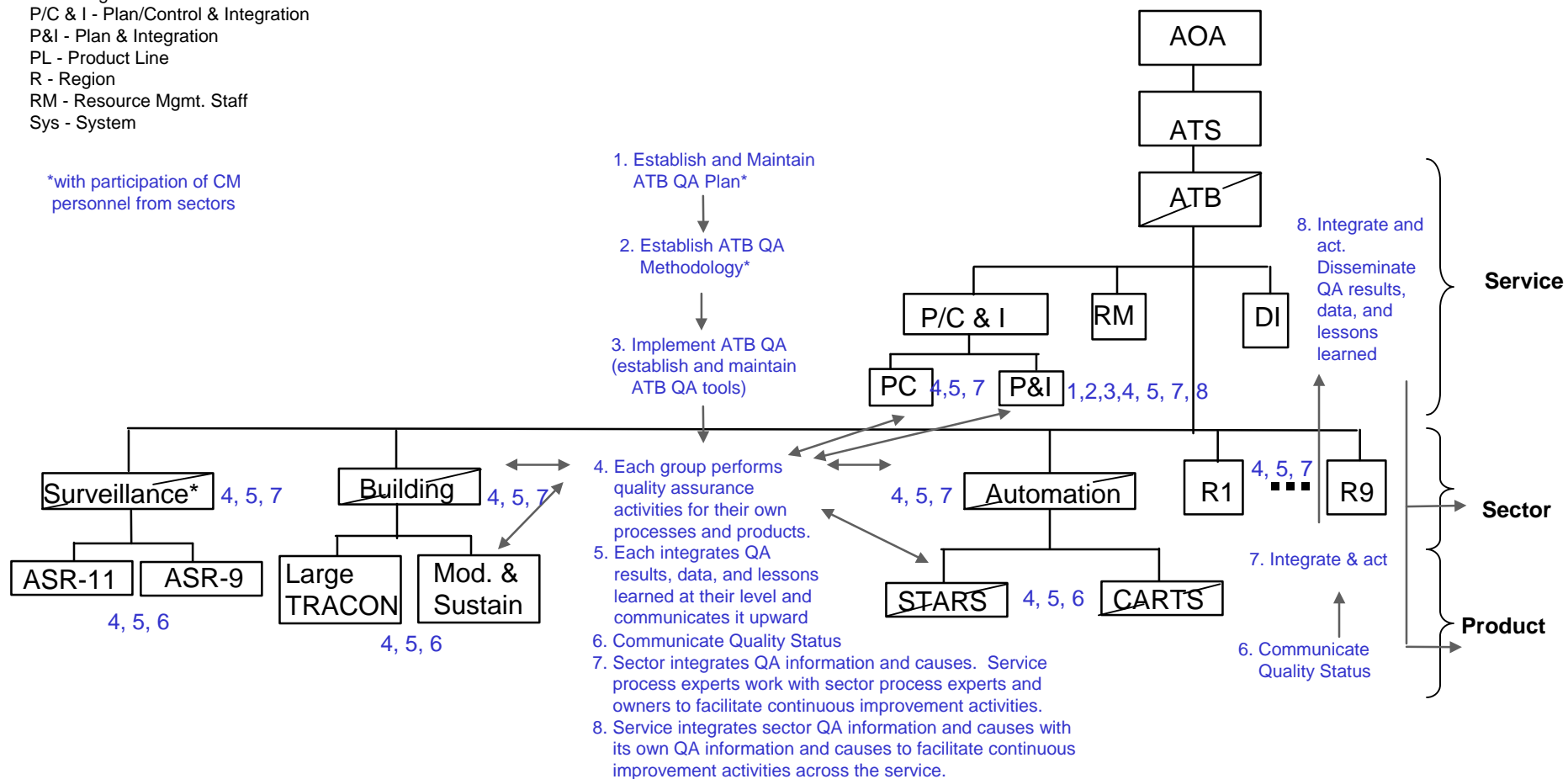


Cross ATB Quality Assurance

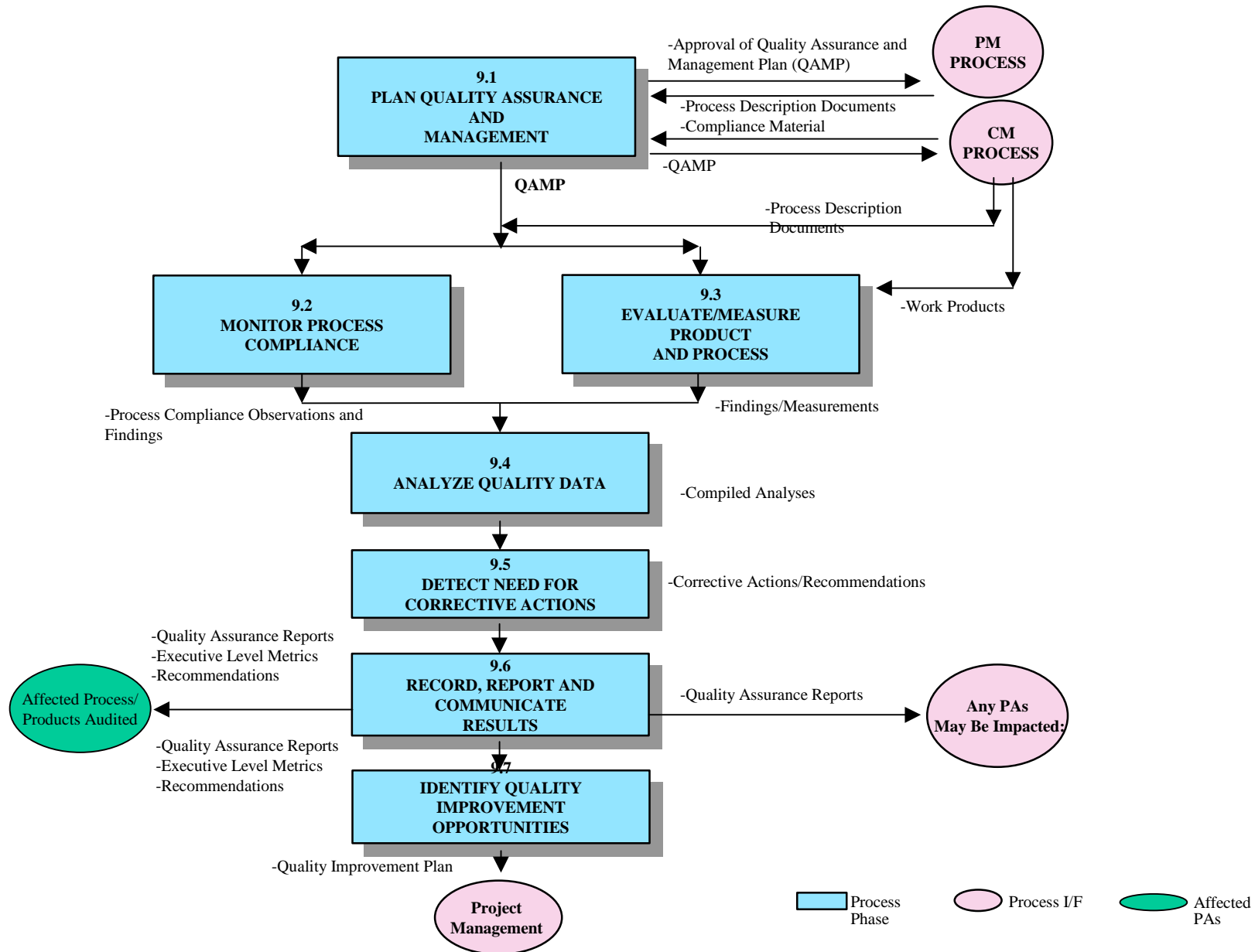
DI - Deployment Support
 OSF - Operational Support Facility
 PC - Program Control
 P/C & I - Plan/Control & Integration
 P&I - Plan & Integration
 PL - Product Line
 R - Region
 RM - Resource Mgmt. Staff
 Sys - System

*with participation of CM
 personnel from sectors



*Initially - Planning Only

QUALITY ASSURANCE



9.0 TBS Quality Assurance and Management Process

<u>Previous Process(s):</u> All active project processes {Reference the project's Integrated Program Plan}	<u>Purpose/Definition:</u> To establish a quality a quality management system that promotes customer satisfaction and achieves service objectives.	<u>Next Process:</u> This process is continuous, and executes in parallel with all other active project processes
<u>Performing Agent(s):</u> Organizational Practitioner	<u>Owner:</u> TBS Lead	<u>Customer(s):</u> <ul style="list-style-type: none"> •Organizational Practitioner •Other PAs •Auditees •Service, Sector and Product Leads
<u>Input(s):</u> <ul style="list-style-type: none"> •Acquisition Strategy Paper •Product Team Plan •Work Products •QA Reports/Recommendations •Approved QAMP •Compliance Observations and Findings •Findings/Measurements •Compiled Results of Analyses •Recommended Corrective Actions 	<u>Sub-Processes:</u> <p>9.1 Plan Quality Assurance and Management</p> <p>{This process will execute when a product or process identified in the project's Quality Assurance and Management Plan (QAMP) is ready for QA activity}</p> <p>9.2 Monitor Process Compliance</p> <p>9.3 Evaluate/Measure Product and Process</p> <p>9.4 Analyze Quality Data</p> <p>9.5 Detect Need for Corrective Actions</p> <p>9.6 Record, Report, and Communicate Results</p> <p>9.7 Identify Quality Improvement Opportunities</p>	
<u>Entry Criteria:</u> <ul style="list-style-type: none"> •Product or process ready for QA activity. {As defined by the project QAMP} •JRC-2 Investment Decision •TBS Formed 	<u>Training/Tools/Handbooks/Policy:</u> Domain Training, FAA Policies/Standards; ISO 9000; AMS; FAA-iCMM®	<u>Output(s):</u> <ul style="list-style-type: none"> • Approved QAMP • Process Compliance Observations and Findings • QA Reports • Compiled Results of Analyses • Recommendations • Quality Improvement Plan, if needed
		<u>Metrics:</u> <ul style="list-style-type: none"> •Cost/schedule •Time/duration <u>Reviews and Audits:</u> <ul style="list-style-type: none"> •TBS Review •Peer Review <u>Exit Criteria:</u> Quality findings are documented and reported. Recommendations for corrective actions and improvement opportunities are resolved.

9.1 Plan Quality Assurance and Management

<u>Previous Process(s):</u> N/A	<u>Purpose/Definition:</u> To establish and maintain a Quality Assurance and Management Plan (QAMP)	<u>Next Process:</u> 9.2 Monitor Process Compliance AND/OR 9.3 Evaluate/Measure Product and Process
<u>Performing Agent(s):</u> Organizational Practitioner	<u>Owner:</u> TBS Lead	<ul style="list-style-type: none"> Organizational Practitioner TBS
<u>Input(s):</u> <ul style="list-style-type: none"> Compliance Material <ul style="list-style-type: none"> Mission Need Statement Requirements Document Investment Analysis Report Acquisition Program Baseline Acquisition Strategy Paper Integrated Program Plan Process Description Documents Product Team Plan 	<u>Sub-Processes:</u> <ul style="list-style-type: none"> 9.1.1 Identify Organizational Participants 9.1.2 Assign Responsibility 9.1.3 Conduct Project/Program Surveys 9.1.4 Determine Applicable Standards 9.1.5 Develop/Update QAMP 9.1.6 Add/Update QAMP Instructions 9.1.7 Implement QAMP 	
<u>Entry Criteria:</u> <ul style="list-style-type: none"> JRC 2 Investment Decision TBS Formed 	<u>Training/Tools/Handbooks/Policy:</u> Domain Training, FAA Policies/Standards; ISO 9000; AMS; FAA-iCMM®	<u>Output(s):</u> <ul style="list-style-type: none"> Approved QAMP
		<u>Metrics:</u> <ul style="list-style-type: none"> Cost/schedule Time/duration <u>Reviews and Audits:</u> <ul style="list-style-type: none"> TBS Review Peer Review, ASU Review <u>Exit Criteria:</u> <ul style="list-style-type: none"> Approval of QAMP

9.2 Monitor Process Compliance

[illegible]

9.3 Evaluate/Measure Product and Process

Previous Process(s): 9.1 Plan Quality Assurance and Management (This process may concurrently execute with 9.2, Monitor Process Compliance)	<u>Purpose/Definition:</u> To evaluate/measure work products and processes against the requirements and standards that define them.	<u>Next Process:</u> •9.4 Analyze Quality Data
<u>Performing Agent(s):</u> Organizational Practitioner	<u>Owner:</u> TBS Lead	<u>Customer(s):</u> •Organizational Practitioner
<u>Input(s):</u> •Work Products •Process Description Documents •Approved QAMP •Resolution to Corrective Actions	<u>Sub-Processes:</u> (Note: If this is feedback to corrective actions, only the issues raised in the corrective action need to be addressed.) 9.3.1 Identify the standards or requirements that describe the product or process to be evaluated/measured 9.3.2 Document the specific criteria to be used 9.3.3 Evaluate/measure the product or process for consistency with the specific criteria 9.3.4 Document findings/measurements	<u>Output(s):</u> •Findings/Measurements
		<u>Metrics:</u> •Cost/schedule •Time/duration
		<u>Reviews and Audits:</u> •Peer Review
<u>Entry Criteria:</u> •An approved QAMP •Project work products and processes ready for evaluation/measurement	<u>Training/Tools/Handbooks/Policy:</u> Domain Training, FAA Policies/Standards; ISO 9000; AMS; FAA-iCMM® ; QAMP	<u>Exit Criteria:</u> •Completed products and process findings/measurements

9.4 Analyze Quality Data

<u>Previous Process(s):</u> 9.2 Monitor Process Compliance “AND/OR” 9.3 Evaluate/Measure Product and Process	<u>Purpose/Definition:</u> To analyze quality measurements and findings to develop recommendations for quality improvement or corrective actions as appropriate.	<u>Next Process:</u> •9.5 Detect Need for Corrective Actions
<u>Performing Agent(s):</u> Organizational Practitioner	<u>Owner:</u> TBS Lead	<u>Customer(s):</u> •Organizational Practitioner
<u>Input(s):</u> •Process Compliance Observations and Findings from 9.2 “AND/OR” •Findings/Measurements from 9.3	<u>Sub-Processes:</u> 9.4.1 Perform Comparative Analysis 9.4.2 Perform Qualitative Analysis 9.4.3 Compile Results of Analyses	
<u>Entry Criteria:</u> •Completed Process Compliance Observations and Findings from 9.2 “AND/OR” •Completed Findings/Measurements from 9.3	<u>Training/Tools/Handbooks/Policy:</u> Domain Training, FAA Policies/Standards; ISO 9000; AMS; FAA-iCMM® ; QAMP	<u>Output(s):</u> •Compiled Results of Analyses
		<u>Metrics:</u> •Cost/schedule •Time/duration <u>Reviews and Audits:</u> •Peer Review
		<u>Exit Criteria:</u> •Completion of Analysis

9.5 Detect Need for Corrective Actions

Previous Process(s): 15.4 Analyze Quality Data	<u>Purpose/Definition:</u> To recommend Corrective Actions to Products or Processes	<u>Next Process:</u> •15.6 Record, Report, and Communicate Results
<u>Performing Agent(s):</u> •Organizational Practitioner	<u>Owner:</u> TBS Lead	<u>Customer(s):</u> •Organizational Practitioner
<u>Input(s):</u> •Compiled Results of Analyses	<u>Sub-Processes:</u> 9.5.1 Detect the Need for Corrective Actions 9.5.2 Recommend Corrective Actions	
		<u>Output(s):</u> •Recommended Corrective Actions •Identified Issues •Proposed Solutions
		<u>Metrics:</u> •Cost/schedule •Time/duration
		<u>Reviews and Audits:</u> •Peer Review
<u>Entry Criteria:</u> •Completion of Analysis	<u>Training/Tools/Handbooks/Policy:</u> Domain Training, FAA Policies/Standards; ISO 9000; AMS; FAA-iCMM®	<u>Exit Criteria:</u> •All corrective actions have been identified

9.6 Record, Report, and Communicate Results

<u>Previous Process(s):</u>	<u>Purpose/Definition:</u>	<u>Next Process:</u>
15.5 Detect Need for Corrective Actions	To Record, Report, and Communicate Results of the Quality Assurance Activities to the Applicable Groups	•9.7 Identify Quality Assurance Improvement Opportunities
<u>Performing Agent(s):</u>	<u>Owner:</u> TBS Lead	<u>Customer(s):</u>
Organizational Practitioner		
<u>Input(s):</u>	<u>Sub-Processes:</u>	•TBS •Other PAs •Auditees •Functional Leads
•All other outputs •Recommended Corrective Actions	9.6.1 Record Results	
	9.6.2 Prepare Reports	
	9.6.3 Submit Reports or Communicate Results to Applicable Groups	
		<u>Output(s):</u>
		•QA Reports •Recommendations
		<u>Metrics:</u>
		•Cost/schedule •Time/duration
		<u>Reviews and Audits:</u>
		•Peer Review •IPT/PT Review
<u>Entry Criteria:</u>	<u>Training/Tools/Handbooks/Policy:</u>	<u>Exit Criteria:</u>
•Completed corrective action identification	Domain Training, FAA Policies/Standards; ISO 9000; AMS; FAA-iCMM®	•Results have been delivered

9.7 Identify Quality Improvement Opportunities

<u>Previous Process(s):</u> 9.6 Record, Report, and Communicate Results	<u>Purpose/Definition:</u> To identify and address quality assurance issues or quality improvement opportunities	<u>Next Process:</u> •PA 11 Project Management •PA 21 Organization Process Improvement
<u>Performing Agent(s):</u> •Organizational Practitioner	<u>Owner:</u> TBS Lead	<u>Customer(s):</u> •TBS
<u>Input(s):</u> •QA Reports •Recommendations	<u>Sub-Processes:</u> 9.7.1 Identify Product or Process Quality Assurance Issues 9.7.2 Identify Candidates and Develop Recommendations for Process Improvement 9.7.3 Develop Improvement Plan and Brief to Management	
<u>Entry Criteria:</u> •QA Reports and Recommendations available	<u>Training/Tools/Handbooks/Policy:</u> Domain Training, FAA Policies/Standards; ISO 9000; AMS; FAA-iCMM®	<u>Output(s):</u> •Quality Improvement Plan, if needed
		<u>Metrics:</u> •Cost/schedule •Time/duration <u>Reviews and Audits:</u> •Peer Review
<u>Exit Criteria:</u> •Quality Improvement Plan, if needed, is delivered to management		